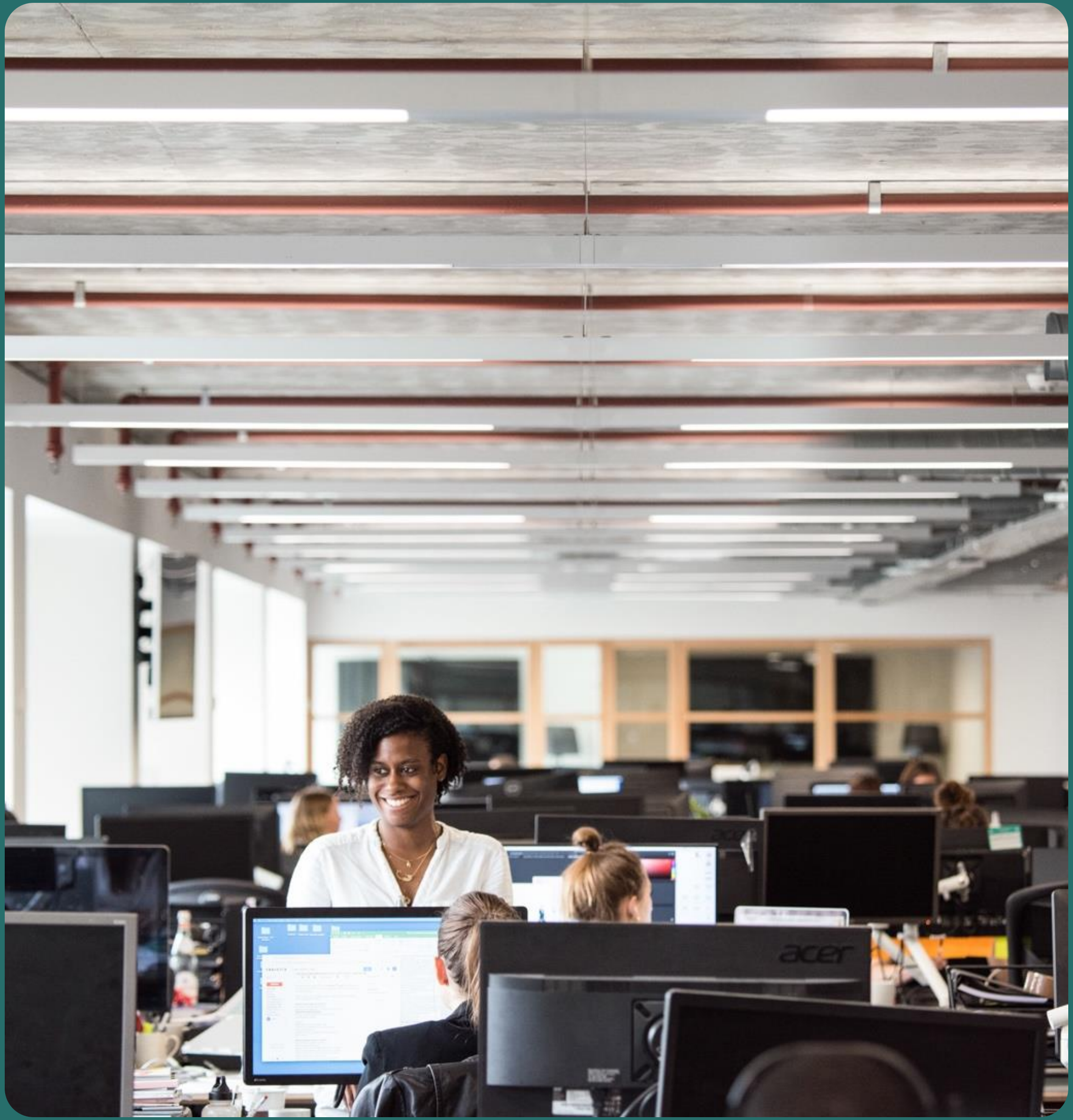
CARET Legal

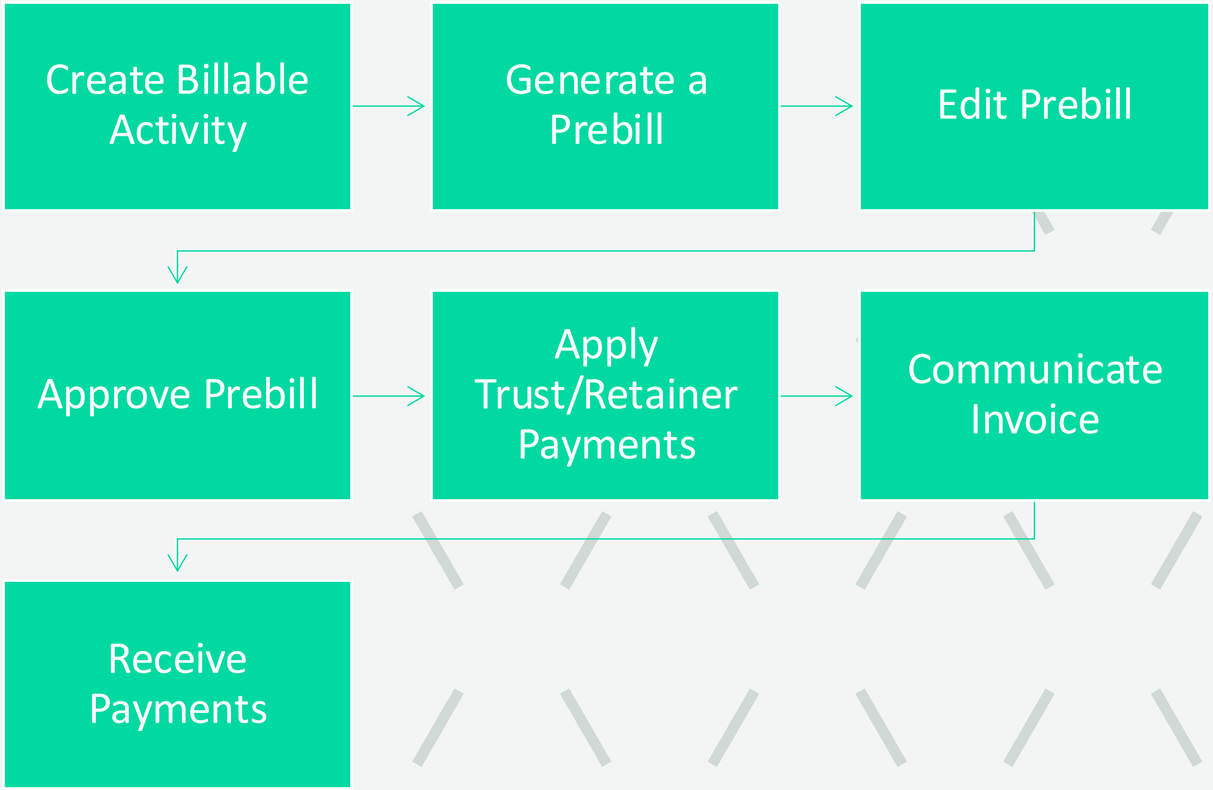
Billing Workflow with Retainers



Last Updated 6/1/2024

Overview

This is a general overview of the billing workflow in CARET Legal when a Retainer is involved.



Create Billable Activity- Time Entry

1. Automatically

A. Email Composure and Assignment

B. Phone Call Notes

C. ZEditor

D. Calendar Events

2. Manually

A. Quick Add Menu

B. Time Section

C. Time/Expense Tab in Matters

D. Timer Pane

E. Mobile App

F. Tasks

G. Activity Log in Matters

Create Billable Activity- Flat Fees

1. Time Section in Navigation Pane- Go to Flat Fee Tab and Click + in Green banner
2. Time/Expense Tab in a Matter- Go to Flat Fee Tab and Click + in Green banner
3. Invoice from Scratch- Select Matter to be billed, Click the + in the Line Items banner, select and save Service

Create Billable Activity- Expenses

1. Time Section in Navigation Pane- Go to Expense Tab and Click + in Green banner
2. Time/Expense Tab in a Matter- Go to Expense Tab and Click + in Green banner
3. Quick Add Menu – Create Soft Cost Expense
4. Vendor Bills- assign expense to Matter(s) for recovery

Expenses include:

1. Soft Costs
2. Hard Cost- Check (AP)
3. Hard Cost- Credit Card
4. Vendor Bills
5. Interest

* Interest is automatically calculated and created when an invoice falls past due.

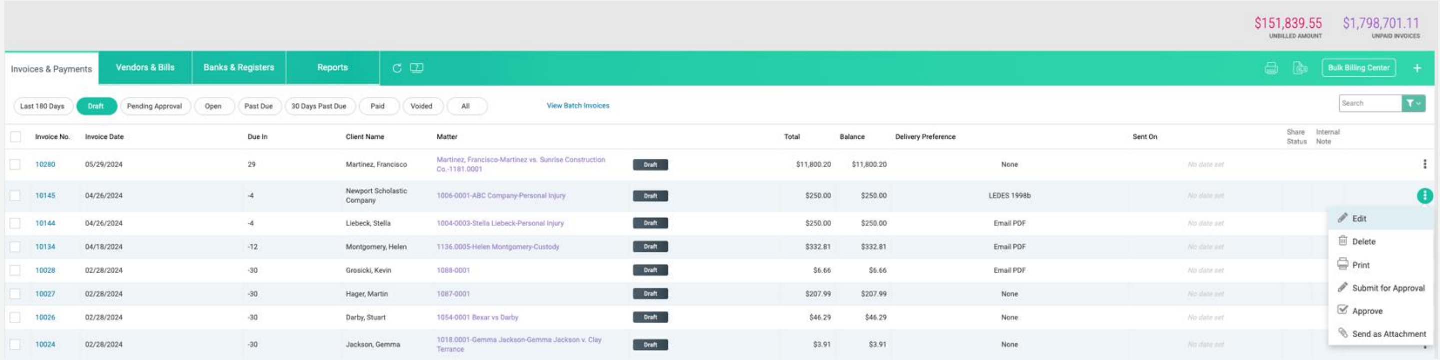
Generate a Prebill

1. Go to Accounting
2. On Invoice & Payments tab, Click +
3. Select Invoice Unbilled Activities
4. Set filters and select billing to be generated
5. Return to Invoice & Payments tab

OR

1. Go to Accounting
2. On Invoice & Payments tab, Click +
3. Select Invoice from Scratch
4. Select Matter for billing
5. Add Line Items by clicking + and creating Time, Flat Fees, Soft Costs
6. Click Create on the bottom right corner of Invoice Details page

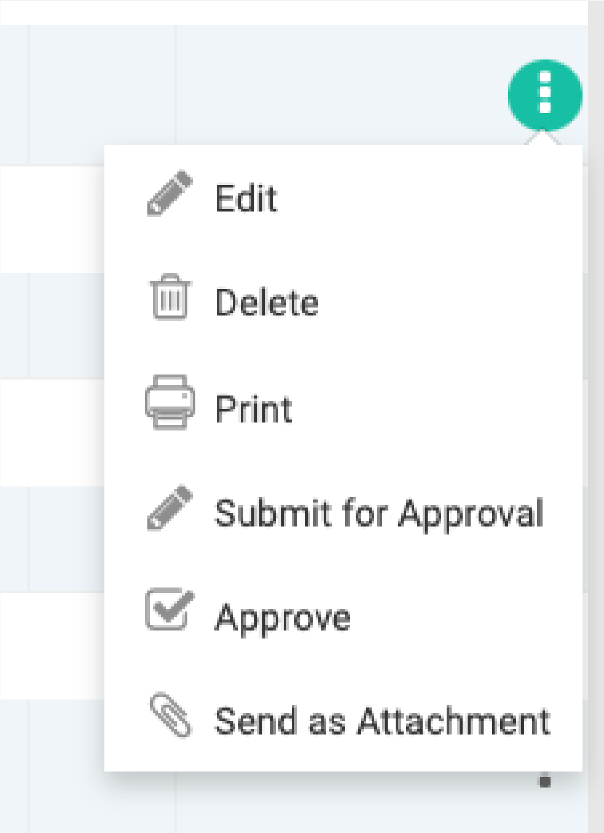
Editing Prebills



Editing Prebills looks different based on each firm's internal process. In CARET Legal Prebills are remarked as DRAFT invoices. They can be found in Accounting's Invoice & Payments tab or in a Matter's Invoice tab. Each draft invoice will offer an edit pencil icon or Edit menu option. Clicking on the invoice number will also bring you to the invoice details page where edits may occur.

Approving Prebills

Approving Prebills looks different based on each firm’s internal process. In CARET Legal Prebills do not have to be approved and this can be adjusted in Firm Settings. CARET Legal also allows for multiple reviews with options to Submit for Approval and Approve. This action can be taken on an individual invoice and as a bulk action via the Multi-select menu.



Applying Trust/Retainer Payments

Apply Trust/Retainer Payment

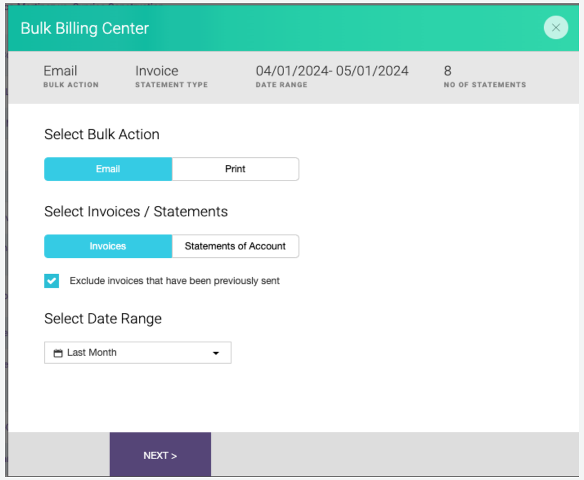
1. Go to Invoice & Payments tab in Accounting or Invoice tab in Matter
2. Click + in Green banner
3. In Trust column select Apply Trust/Retainer
4. Select Matter and Bank Accounts
5. Check of invoices for funds to be applied to
6. Apply & Close

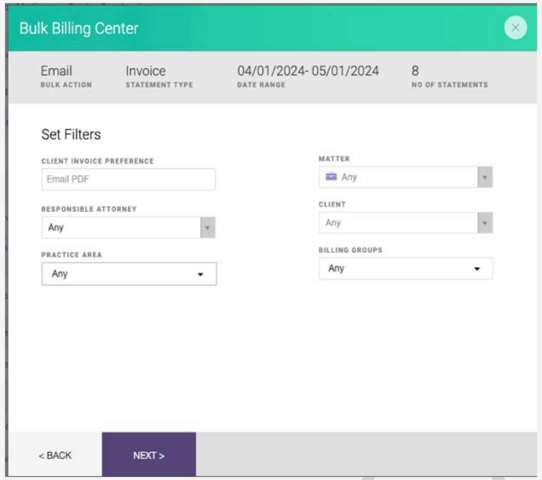
Apply Trust/Retainer (Batch)

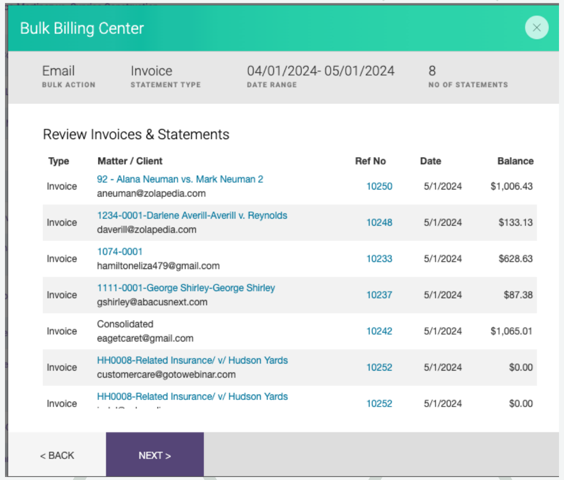
1. Go to Invoice & Payments tab in Accounting or Invoice tab in Matter
2. Click + in Green banner
3. In Trust column select Apply Trust/Retainer (Batch)
4. Set bank accounts and filters
5. Click Apply & Close

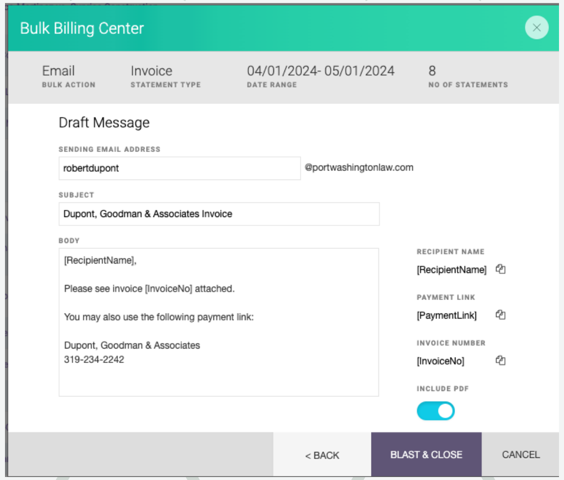
Communicate Invoices- Bulk Billing Center

The Bulk Billing Center allows Firms to email or Print (Snail Mail) multiple invoices to different billing contacts at the same time. For firms using APX this email will include a secure unique URL for the quick and easy payment by Credit Card or ACH.



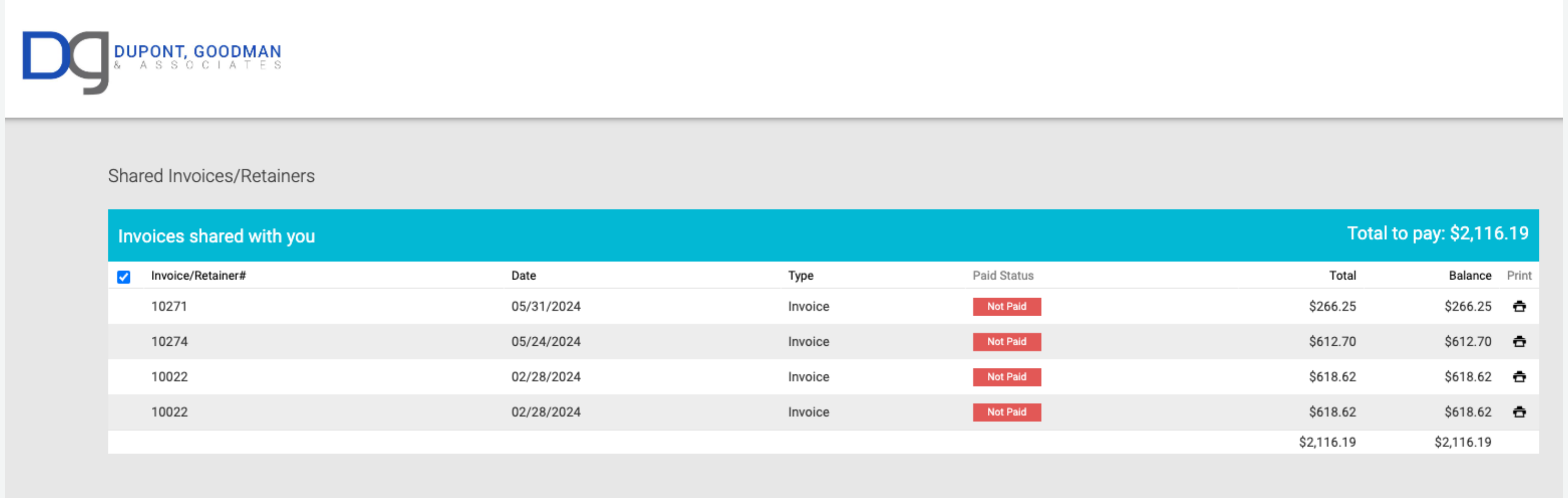




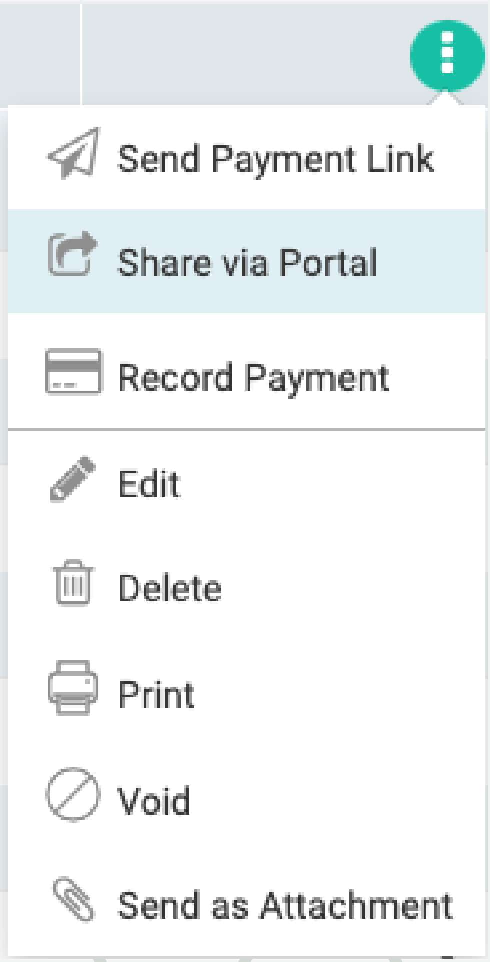


Communicate Invoices- Portal

CARET Legal's Portal allows for Firms to share Documents and Invoices to Clients and Matter Related Billing Contacts. Recipients will receive email and text message notifications. Firms with APX benefit from secure, quick, and easy payment of invoices by Credit Card and ACH.

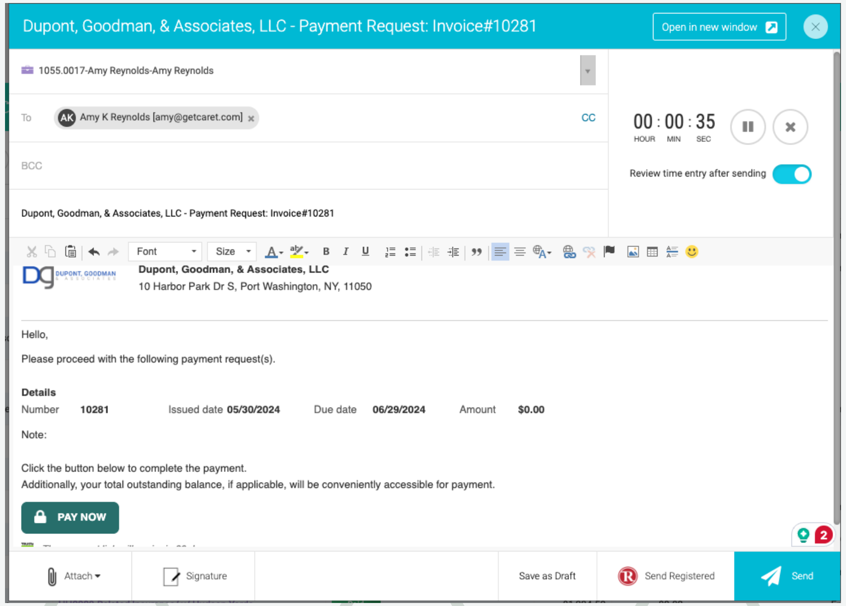


Invoice/Retainer#	Date	Type	Paid Status	Total	Balance	Print
10271	05/31/2024	Invoice	Not Paid	$266.25	$266.25	
10274	05/24/2024	Invoice	Not Paid	$612.70	$612.70	
10022	02/28/2024	Invoice	Not Paid	$618.62	$618.62	
10022	02/28/2024	Invoice	Not Paid	$618.62	$618.62	
				$2,116.19	$2,116.19	



Communicate Invoices- Email

Invoices can always be sent to Clients and Matter Related Contacts via individual email correspondence. While pre-formatted for clear communication of the invoice the body of the email can be modified. Each email includes a PDF attachment of the invoice.



Receive Payments

- Payments can be made directly to an invoice by a CARET Legal User with accounting privileges
- Payment Methods include:
  - CARET Payments (formerly APX) – Credit Card and ACH Payments for Invoices and Payments
  - Cash
  - Check
  - Credit Cards (e.g. Debit, Zelle, Venmo)
  - Wire Transfer

Still need help? Here are 3 support resources

Help Center

Our robust Help Center offers Help Articles, Videos, and other resources to aid in completing your firm’s billing.

Video Library

Our Video Library can also be found on our YouTube Channel.

Training & Support Teams

Our Training and Support Teams are at the ready to help you.

Training and Support Sessions can be booked.

Support can be reached by email or 855-965-2360

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Thank you!